

SSI Program Values

The SSI-Milwaukee Quality Improvement Workgroup recommends that policies and services of the SSI program be guided by the following core principles:

- 1. Care management is member-focused, outcome-driven, and known for its timely and caring manner of delivery.**
- 2. SSI program policies and services reflect recovery-based principles of care.**
- 3. Decisions regarding member plans of care reflect considerations of quality, care, and cost, and are reached through a collaborative process between the member, the MCO, and its providers.**
- 4. Member choice and member rights are respected.**
- 5. Members are responsible for maintaining their obligations to their plan of care.**

SSI Program Goals

The MCO will be known for an attitude of quality improvement that permeates the thinking of the MCO, its providers, and the care they provide. Specifically,

1. **Health:** The MCO and its providers will provide the best possible health care, including mental health and substance abuse care, will actively participate in measuring these outcomes, and will implement interventions and re-measurement as appropriate.
2. **Access and Comprehensiveness:** The MCO will provide timely access to a full range of services, particularly specialized care related to mental health services and services for people with disabilities.
3. **Continuity and Coordination of Care:** The MCO will coordinate, organize, and facilitate care in order to deliver services in an effective and efficient manner. Particular attention will be given to assure continuity of care across settings and providers.
4. **Member Rights and Input:** The MCO will be responsive to member preferences, goals and interests. Members will be notified of the many avenues at their disposal to provide input and voice their concerns.
5. **Member Satisfaction:** The MCO will seek to assure that its members are satisfied with the manner in which services are delivered and the outcomes of those services.